

Office of Navajo and Hopi Indian Relocation

Plain Writing Act Compliance Report

July 2014

I. Senior Agency Official for Plain Writing:

- a. Name of Senior Agency Official responsible for Plain Writing

Christopher J. Bavasi, Executive Director
cjbavasi@onhir.gov

- b. Names of Plain Language coordinators within the agency.

Scott Kuhr skuhr@onhir.gov 928-779-2721

II. Explain what specific types of agency communications have you released by making them available in a format that is consistent with the Plain Writing guidelines.

Type of communications of document or posting. List how this is made available to the public	Who is the intended user and approximate number of potential users	What has changed by using Plain Writing
Plain Writing WebPage	Eligible Native Americans (Navajo / Hopi) - our program is no longer accepting applications; We are communicating with approximately 1,779 applicants (currently Certified, Denied not closed, and application in review).	Staff is more aware of each document we are providing to intended users. We are reviewing all agency developed documents and webpages.
Specific Staff to contact – as shown on the webpage	Scott Kuhr skuhr@onhir.gov 928-779-2721	

III. Inform agency staff of Plain Writing Act's requirements:

- a. Information on the Act is posted on the agency Forms/Info Folder.
- b. Distributed a memo to all Managers with the request to disburse the information.

IV. Training

- a. Agency provided the following trainings:

Type of Training	Number of employees trained	Date
In house (agency Staff or contractor) – live training.	9 Managers in Staff Meeting	6/7/2011
Online training	9 managers, 8 staff members	6/10/2011

V. Ongoing compliance/ sustaining change

- a. Name of agency contact for compliance issues - Scott Kuhr
- b. Documenting and reporting use of plain writing in agency communications
- c. Review by trained managers of any position on website initiated by their departments.

VI. Agency's plain writing website

- a. Website address - http://onhir.gov/Plain_Writing/index.htm
- b. Contact us page [www....] - http://onhir.gov/Plain_Writing/index.htm

VII. Customer Satisfaction Evaluation after Experiencing Plain Writing Communications

[provide documentation on how you have measured the effectiveness of your use of Plain Writing in your communication with the public both by hard copy and through posting information on your Agency's website. Provide feedback as to user experience in identifying any noticeable change in comprehension and improved level of service]

If the public contacts us we will document the contact and provide the information here yearly.